

# About the Department of Vermont Health Access

Andrea De La Bruere, Commissioner  
Department of Vermont Health Access (DVHA)

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# Mission & Values



DVHA's mission is to **improve Vermonters' health and well-being by providing them with access to high-quality, cost-effective health care.**

When people have health insurance, they are more able to access the care they need, including preventive care.

Vermont's uninsured rate is very low. The Vermont Household Health Insurance Survey reported as of 2021, 97% of Vermonters have health insurance.

Our core values include **transparency, integrity, and service.**

- Medicaid programs exist across all 6 AHS departments. DVHA plays an integral role in the administration of the Medicaid program, but does not oversee many of the Medicaid programmatic areas (e.g. Mental Health; Substance use; Choice for Care; Developmental Disabilities). These program areas are overseen by their respective departments.
- Help Vermonters **access health insurance** through Medicaid and through the Health Insurance Marketplace, also known as Vermont Health Connect.
- Help Vermonters **who are covered by Medicaid access health care services.**
- **Pay health care providers** for delivering care to **Medicaid members.**
- Spend taxpayer dollars wisely by **running an effective, efficient department.**

# Priorities & Connection to the Mission

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DVHA has identified three key priorities that support our mission **to improve Vermonters' health and well-being by providing access to high-quality, cost-effective health care.**

Value-based payment programs pay for Medicaid-covered health care in a new way, resulting in predictability and flexibility of payments for providers and for DVHA and quality of care for Medicaid members. Instead of paying providers solely for the number of services they deliver (e.g., for each test, office visit, hospital stay, and procedure), value-based payment programs link payment to quality, pay differently for services or for entire or selected populations of patients, or do both. An important element of value-based payment is regularly monitoring cost, coordination, volume, and quality of care to support all Medicaid members having access to the services they need.

# Modernizing Information Technology Infrastructure

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Health care and health insurance systems rely on technology. Vermonters and providers need modern, effective technology systems to sign up for health insurance, to be paid for health care services, and to get the health information they need. Our goal is to implement and use flexible, responsive information technology systems in the face of changing customer expectations, a shifting federal landscape, and advances in the healthcare industry. Modern, effective technology solutions support signing up for health insurance, paying health care claims, and accessing health information.

# Operational Performance Improvement

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Continuous improvement is a core tenet of the Department's work. To improve, DVHA staff determine meaningful ways to measure our work, gather data and develop scorecards to monitor effectiveness. These scorecards drive clinical initiatives, business decisions, the pursuit of better customer service, a higher quality of care, and operational efficiencies.

# Looking to the Future: DVHA's Work

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**Open Enrollment**

**Modernizing IT  
infrastructure**

**Advancing Value-  
Based Payments**

**Global  
Commitment to  
Health**

**Staff Workforce  
Recruitment &  
Retention**

**Unwinding from  
the Public Health  
Emergency**

**Provider  
Sustainability**

# Topics DVHA Can Help With

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- Vermont Medicaid, also known as Green Mountain Care health insurance
- Vermont Health Connect, also known as the health insurance marketplace
- Health care providers that serve Medicaid members
- Global Commitment to Health Waiver for Medicaid, also known as the 1115 Waiver
- Provider reimbursement rates and value-based care initiatives for Medicaid members
- Information Technology systems for Vermont Medicaid and Green Mountain Care
- The impacts on Medicaid at the end of the Federal Public Health Emergency

# Meet DVHA's Leadership Team

**Please contact Ginger Irish**, Director of Communications & Legislative Affairs, with your legislative questions:

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